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1 Accepted Posters: End-user debugging for e-commerce 80%
Henry Lieberman , Earl Wagner
Proceedings of the 8th international conference on Intelligent user interfaces January 2003
One of the biggest unaddressed challenges for the digital economy is what to do when electronic transactions go wrong. Consumers are frustrated by interminable phone menus, and long delays to problem resolution. Businesses are frustrated by the high cost of providing quality customer service.We believe that many simple problems, such as mistyped numbers or lost orders, could be easily diagnosed if users were supplied with end-user debugging tools, analogous to tools for software debugging. These ...

2 Developing trust in internet commerce 77%
Ildemaro Araujo , Iván Araujo
Proceedings of the 2003 conference of the Centre for Advanced Studies conference on Collaborative research October 2003
Since the success of Web-based businesses depends essentially on their customers, consumers' trust is critical for Internet commerce. This article outlines essential issues that may affect customers' trust on Web sites or vendors. It also discusses key elements that can be used to improve the visitors' sense of trustworthiness on Web sites.

3 Roaming and handoff management: A generic business model for WLAN hotspots: a roaming business case in The Netherlands 77%
Jack Verhoosel , Roel Stap , Alfons Salden
Proceedings of the 1st ACM international workshop on Wireless mobile applications and services on WLAN hotspots September 2003
We present a generic business model for WLAN hotspots that comprises a role, resource and revenue model of a value network. We distinguish roles like customer, hotspot provider, hotstpot owner, device owner, device provider, location owner, portal providers (e.g. internet service providers, corporate network providers),

enabling service providers (e.g. authentication and authorization), network management and maintenance providers, and mobile and data network providers. In a hotspot enterprise s ...

4 Serviguration: towards online configurability of real-world services 77%
Ziv Baida , Hans Akkermans , Jaap Gordijn
Proceedings of the 5th international conference on Electronic commerce September 2003
Current eCommerce is still mainly characterized by the relatively straightforward trading of commodity goods. Nextgeneration efforts in worldwide information infrastructure, especially the Semantic Web and Web Services, contribute some necessary, but not sufficient, steps on the way to much more advanced business scenarios, such as collaborative design over the Internet of sophisticated goods and services. This paper discusses additional steps needed to achieve collaborative eCommerce concerned ...

5 Distance education: A perspective on fulfilling the expectations of distance education 77%
Mariana Hentea , Mary Jo Shea , Lisa Pennington
Proceeding of the 4th conference on information technology curriculum on Information technology education October 2003
This paper discusses current and future expectations of distance education, as well as methods of achieving these goals. Distance education offers freedom from space and time constraints, increased interactivity, improved delivery of multimedia, broadened curricula, and personalized learning. However, not all distance education programs achieve these expectations. Lack of staff training and support, inadequate course design, lack of software, improper use of emerging technologies, inappropriate ...

6 Selling online versus offline: theory and evidences from Sotheby's 77%
Eiichiro Kazumori
Proceedings of the 4th ACM conference on Electronic commerce June 2003
We consider a recent business and policy question of "how and why does a firm use online markets versus traditional offline markets ?" using a unique dataset of more than 3000 auctions held by Sotheby's online at eBay and offline at New York in June-July2002. We find robust empirical regularities in our dataset about the use of online markets. First, the average transaction price is more than 10 times higher in offline markets. This fact strongly suggests that the seller is not simply randomly a ...

7 Sharable displays: Designing novel interactional workspaces to support face to face consultations 77%
Tom Rodden , Yvonne Rogers , John Halloran , Ian Taylor
Proceedings of the conference on Human factors in computing systems April 2003
This paper describes the design and deployment of a novel interactional workspace, intended to provide more effective support for face-to-face consultations between two parties. We focus on the initial consultations between customer and agent that take place during the development of complex products. Findings from an ethnographic study of the existing use of technological systems show the interaction during such consultations to be disjointed and not well supported. As an alternative approach, ...

8 Commerce and Businesses: Self-managing, disconnected processes and mechanisms for mobile e-business 77%
J. Sairamesh , S. Goh , I. Stanoi , C. S. Li , S. Padmanabhan

Proceedings of the 2nd international workshop on Mobile commerce September 2002

With the tremendous advances in hand-held computing and communication capabilities, rapid proliferation of mobile devices, and decreasing device costs, we are seeing a growth in mobile e-business in various consumer and business markets. In this paper, we present a novel architecture and framework for end-to-end mobile e-business applications such as purchasing, retail point of sales, and order management. The design takes into consideration disconnection, application context and failure modes t ...

9 Mobile commerce: framework, applications and networking support 77%

Upkar Varshney , Ron Vetter

Mobile Networks and Applications June 2002

Volume 7 Issue 3

Advances in e-commerce have resulted in significant progress towards strategies, requirements, and development of e-commerce applications. However, nearly all e-commerce applications envisioned and developed so far assume fixed or stationary users with wired infrastructure. We envision many new e-commerce applications that will be possible and significantly benefit from emerging wireless and mobile networks. To allow designers, developers, and researchers to strategize and create mobile commerce ...

10 Programming by voice, VocalProgramming 77%

Stephen C. Arnold , Leo Mark , John Goldthwaite

Proceedings of the fourth international ACM conference on Assistive technologies November 2000

11 Specification, validation, and synthesis of email agent controllers: A case study in function rich reactive system design 77%

Robert J. Hall

Proceedings of the third workshop on Formal methods in software practice August 2000

With a few exceptions, previous formal methods for reactive system design have focused on finite state machines represented in terms of boolean states and boolean next-state functions. By contrast, in many reactive system domains requirements engineers and developers think in terms of complex data types and expressive next-state functions. Formal methods for reactive system design must be extended to meet their needs as well. I term a reactive system function rich if expr ...

12 Interoperation support for electronic business 77%

Jian Yang , Mike P. Papazoglou

Communications of the ACM June 2000

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13 E-commerce: a market analysis and prognostication 77%

Sherrie Bolin

StandardView September 1998

Volume 6 Issue 3

14 Java-based mobile agents 77%

David Wong , Noemi Paciorek , Dana Moore

Communications of the ACM March 1999
Volume 42 Issue 3

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